

American Hotel Register Co.

Vendor Compliance Manual

Effective: 12/01/05

American Hotel Register Company, including our divisions: Canadian Hotel Supply Ltd., American Funeral Supply Company, American Health Care Supply Company, American Hotel Register Mexico S. de R. L. de C. V. and American Hotel Furnishings Company, is pleased to present this portion of our Vendor Compliance Manual and Routing Guide. American is committed to providing our customers the highest level of service and recognizes that in order to achieve that level of excellence, it will require the support of our vendor partner community. Your compliance to our new guidelines will help us more efficiently and accurately speed your products to our shared customers and consumers.

Pallet, Carton, and Label Requirements

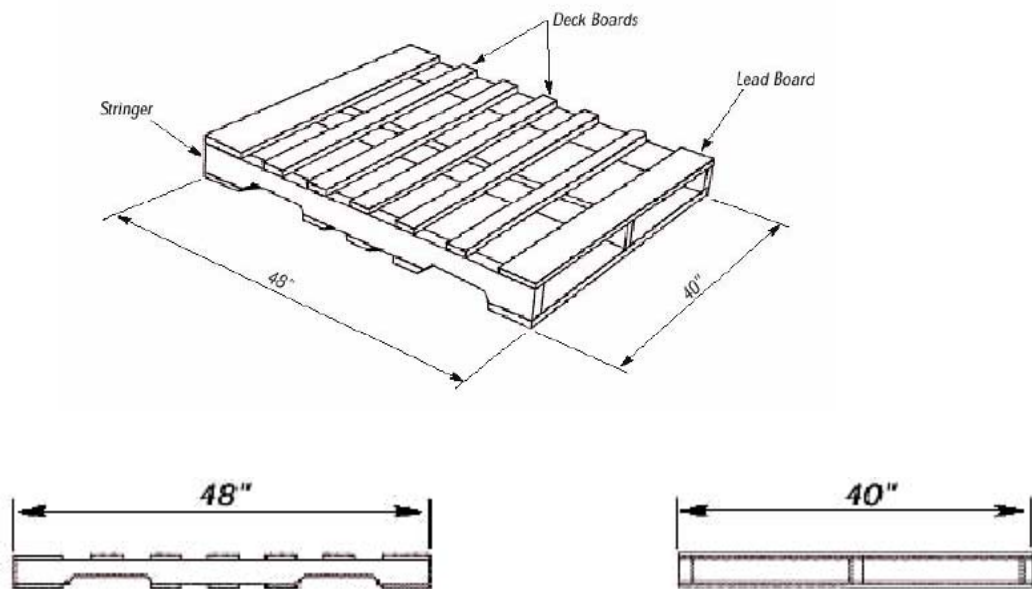
Pallet Specifications

1. Vendors must use exactly 48" X 40" GMA style four-way hardwood pallets. Square in each direction with no split, cracked, or broken components.
2. True four-way entry. Capable of accommodating existing pallet jacks from all four sides
3. Minimum –width pallet jack openings of 12 inches and minimum height of 3¾ inch clearance when under load. Width of each center support must be less than 6 inches to accommodate pallet jacks.
4. Smooth, non-skid, top-bearing surface should have at least 85% coverage. However, 100% is preferred. Non-skid surface should be flat, or have no indentations or protrusions that could cause product damage.
5. Bottom-bearing surface of no less than 60% coverage with properly placed cut-outs (12 inches square) for pallet jack wheels from four sides. Surface should be flat, or have no indentations or protrusions that could cause product damage.
6. All bottom entry edges should be chamfered to ¼ inch for easy entry and exit.
7. Overall height of the platform must not exceed 6 inches.
8. Rackable from both the 48 inch and 40 inch dimensions. Allowable deflection in drive-in and drive-through racks no more than ½ inch.

9. Compatible with pallet conveyors, pallet dispensers, skate-wheel pallet flow racks, and automatic storage and retrieval systems.
10. No protruding fasteners.
11. Must be made of material that does not contaminate the product it carries.
12. Must meet or exceed current pallet resistance to fire.
13. Must be recyclable. Preferably made from recycled material.
14. Desired weight under 50 pounds.
15. Load capacities of 2,800 pounds. Capable of bearing 2,800 pound loads safely in stacks five loads high.
16. Repairs should be economically feasible.
17. Weather resistant.
18. Moisture resistant.
19. Capable of safely moving product, damage free, through the entire distribution channel with multiple cycles (from manufacturer through distributor to retail).

Exhibit A
GMA Pallet Specifications

New or Repaired "Premium Grade A"
40 x 48 Flush "GMA" Style.



Palletization Requirements

1. Pallets with broken boards will be subject to fee.



Non-conforming - broken pallet

2. No deck board overhang will be allowed.



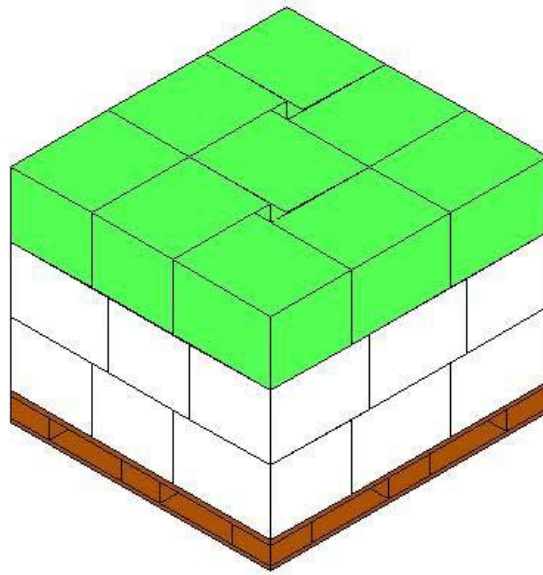
Non-conforming - deck board overhang

3. No product overhang of the pallet edge will be allowed.

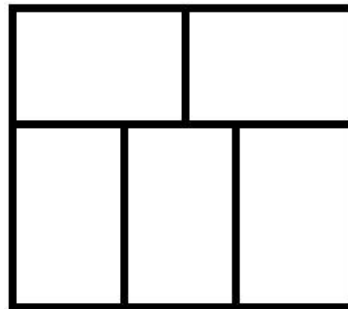


Non-conforming – product overhang

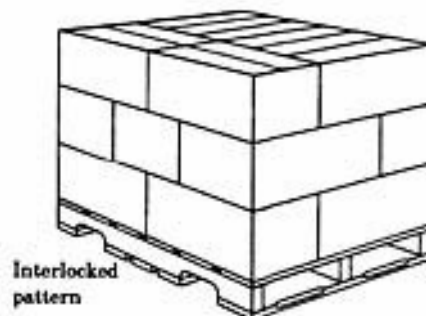
4. All pallets must be secured with shrink wrap.
5. Corner posts are required on product not shipped in corrugated cartons.
6. The merchandise must be sorted by stock keeping unit (SKU), style and color.
7. If a pallet has multiple SKUs, each SKU must be grouped together on the pallet. Tiers must be interlocked and identical throughout the pallet for like SKU pallets. The SKU consisting of the greatest quantity should be loaded onto the pallet first, stacking the SKU with the lower quantity on top. Exceptions may be for heavy, oversized product.



8. Each pallet layer must consist of the same number of cases and labels must face out. Top layer only may be used for odd cartons.



9. Pallet layers must alternate to increase stability of the handling unit.



10. It is not acceptable to “chimney stack” pallets. Product cannot be stacked around the edge of the pallet with the middle left with empty space.
11. Multiple purchase orders in one shipment must be clearly separated. If the shipment exceeds one pallet, purchase orders must be separated by pallet.
12. Colored or tinted stretch wrap is not acceptable unless American Hotel Register’s Logistics team has specified it in writing for security reasons.
13. Single pallet maximum height 54” including pallet height unless otherwise agreed upon by American Hotel and the vendor due to special requirements of the product that result in handling efficiencies or transportation savings.
14. Double stacked pallet maximum height 108” including pallet height unless otherwise agreed upon by American Hotel and the vendor due to special requirements of the product that result in handling efficiencies or transportation savings.



Non-conforming – single pallet height / product overhang / not shrink wrapped.

Packaging Quality / Carton Materials

Shipping container / carton packaging must meet International Safe Transit Association (ISTA) Standards. For more information about these standards contact the ISTA at their web site www.ista.org. All cartons must be strong enough to travel through the entire distribution channel via all modes of transport without sustaining damage. Packaging quality requirements apply to shipments inbound to American Hotel RDC's, shipments sent directly to our customers from suppliers, and outbound shipments from American Hotel RDC's using original supplier packaging. Cartons must be taped or glued. Packing straps, if necessary, must be strong enough to endure common distribution conveyor systems. Damaged material is sufficient evidence of non-compliant packaging procedures.

With respect to case materials, American Hotel Register Company prefers corrugated cardboard cases. Cube of the carton must be utilized with minimal void. **The use of stretch-wrap cases, tray-pack cases, and plastic or steel banding is strongly discouraged.**

Carton Dimensions & Weight Guidelines

When considering packaging changes or new item distribution, American Hotel Register Co. recommends the following case dimensions and weight guidelines:

	Length	Width	Height	Weight
Minimum	9 Inches	5 Inches	1 Inch	No less than 1 pound
Maximum	37 Inches	24 Inches	30 Inches	No more than 75 pounds

Before shipping packaging changes or new items outside of American Hotel Register's recommended case dimensions and/or weight guidelines, contact 847-743-4332 for review and approval.

Damages

1. Unless otherwise agreed upon, American Hotel will refuse to accept delivery of damaged or defective merchandise discovered by American Hotel at the time of delivery. All vendors are expected to meet or exceed the 99.8% damage free performance goal as measured on the Vendor Compliance Scorecard.
2. Damaged or defective goods detected by American Hotel during its detailed check-in process will be documented on the carrier delivery receipt and/or the packing list. Such damages or defective merchandise will be deducted from the vendor's invoice. American Hotel will not be obligated to return such damaged or defective merchandise to the vendor.
3. Concealed damages discovered after the carrier has been released will be documented by American Hotel during the check-in process. American Hotel will notify the vendor within 3 business days after the discovery of the concealed damage. Concealed damages will be deducted from the vendor's invoice.

Carton Labeling Requirements

American Hotel Register Company must be able to uniquely identify products by scanning and reading a label on each carton shipped to our Regional Distribution Centers. The label should be no less than 4" by 6". Orientation is preferred to be portrait, but can be landscape if the label contents warrant it in the opinion of the vendor. The following carton label information must be on each carton shipped to American Hotel Register Co, and be in both scanner-readable and human-readable formats:

1. Purchase Order Number
2. American Hotel's Product Code
3. Vendor's unique Product Code / Registered UPC Code (cross-reference data must be provided to American prior to any shipments)
4. Advanced Shipping Notice Number / Serial Shipping Container Code –SSCC

It is desirable for the label to include the following information, but these fields are not required to be in compliance with our standards.

5. Product Description to include color and size
6. Case Pack/Inner Pack
7. Gross Weight/Net Weight
8. Vendor's Universal Product Code

Case pack and inner pack quantities in human-readable format must be present on each carton shipped to any American Hotel facility or shipped directly to our customers. The case pack and inner pack quantities may be specified on any or all of the following:

1. The American Hotel vendor compliant label.
2. The vendor's product label or another identifying label consistently applied to every carton by the vendor.
3. The outside of the actual shipping carton.

Item quantities and vendor case pack quantities must conform to the item quantities and case pack quantities specified on the purchase order. American Hotel may, at its option, refuse to accept delivery if item quantities or case pack quantities do not conform to purchase order requirements.

For more information about the bar coding application, please contact the Uniform Code Council (recently renamed GS1 US) at 937-435-3870 or visit them at www.gs1us.org

Note: All American Hotel vendors supplying merchandise with a limited shelf life must ensure that the expiration date of the contents is clearly marked on the carton, and any subsequent shipping unit (inner carton, package). You must furnish a date code table to American Hotel Register's Logistics department.

Label Specifications

The use of UCC128 Sub-set B or Code 3/9 labels is required for all American Hotel Register Co. shipments. The specifications are presented below. All vendors should be utilizing compliant scanner-readable labels by January 1, 2006. Enforcement of financial penalties for non-compliance will be forthcoming at a later date, as determined by American's Vendor Compliance Team.

American's labeling requirements are provided below. There are numerous label formats. This particular format should be used as it best supports American's merchandise and operational flows. For more detailed information, please contact American's EDI Department at 847-743-1337 for clarification.

1. Label Information Zone Characteristics

Information zones, labeled A through E are all mandatory zones for all shipments to American Hotel Register Co. facilities within North America.

2. Label Information Zone Titles

All zones, except for zone G, contain a zone title that denotes the information within the zone. All zone titles should be in uppercase letters in the upper-left corner of the zone and have a size of 4 to 8 points.

3. Zone A Ship From

Zone Title: FROM - Height: 1.0 (+ 0.2) inch or 25.4 (+5.08) mm; Width: 1.25 (+ 0.2) inch or 31.75 (+5.08) mm; Characteristic: Mandatory Data; Content: Ship From name and address (may include logo); Text Size: 8 to 10 Pts.

4. Zone B Ship To

Zone Title: TO - Height: 1.0 (+ 0.2) inch or 25.4 (+5.08) mm, Width: 2.75 (+ 0.2) inch or 69.85 (+5.08) mm; Characteristic: Mandatory Data; Content: Ship to name and address. Text Size: 12 to 14 Pts.

5. Zone C American Hotel Register P.O. #

Zone Title: American Hotel Register Co. PO #; Height: 1.0 (+ 0.2) inch or 25.4 (+5.08) mm; Width: minimum of 2.5 (+ 0.2) inch or 63.5 (+5.08) mm; Characteristic: Mandatory Data; Content: American P.O. on which the product was ordered

6. Zone D MFG Part #

Zone Title: MFG Part #; Height: 1.0 (+ 0.2) inch or 25.4 (+5.08) mm; Width: 4.0 (+ 0.2) inch or 101.6 (+5.08) mm; Characteristic: Mandatory Data; Content: Vendor's Part #, same as on American's P.O. **DO NOT include any other information, such as lot number, etc.**

7. Zone E American Hotel Register Co. Part #

Zone Title: AHR Part #; Height: 1.0 (+0.2) inch or 25.4 (+5.08) mm; Width: 4.0 (+0.2) inches or 101.6 (+5.08) mm; Characteristic: Mandatory Data; Content: American's Part #.

8. Zone F Advanced Shipment Number

Zone Title: ASN #; Height: 1.0 (+0.2) inch or 25.4 (+5.08) mm; Width: 4.0 (+0.2) inches or 101.6 (+5.08) mm; Characteristic: Mandatory Data; Content: ASN Carrier Name, SCAC Bill of Lading Number (B/L: xxxxxxxx), PRO Number (PRO: xxxxxxxx), Carrier

Assigned Package ID (PKG ID: xxxxxxxx), Carrier Assigned Shipper ID (SHPR

ID: xxxxxxxx). The information provided is dependent upon the mode of

Transportation. For example, if shipping a LTL shipment, this field must

Contain the corresponding Pro number; if shipping truckload, this field must

Contain the corresponding BOL number; if shipping UPS, this field must

Contain the UPS tracking number. This information should be consistent with the EDI 856

Advanced Shipment Notice number if you have implemented EDI with American.

Text Size: 10 to 16 Pts.

9. Zone G Carton Count

Zone Title: NOT APPLICABLE; Height: 1.0 (+ 0.2) inch or 25.4 (+5.08) mm; Width: 4.0(+ 0.2) inch 101.6 (+5.08) mm; Characteristic: Mandatory Data; Content: Case count: i.e. 1 of 18, 2 of 18, 2 of 18, etc.

The carton label should be placed on the end of the carton, facing the outer edge of the pallet whenever possible. In the event that a case is less than 5 inches high, you must use an alternative label design, which may include multiple labels to ensure that the label is readable from the end of the carton. Please call our coordinators for advice and approval whenever you feel you cannot comply with any of the standards stated above.

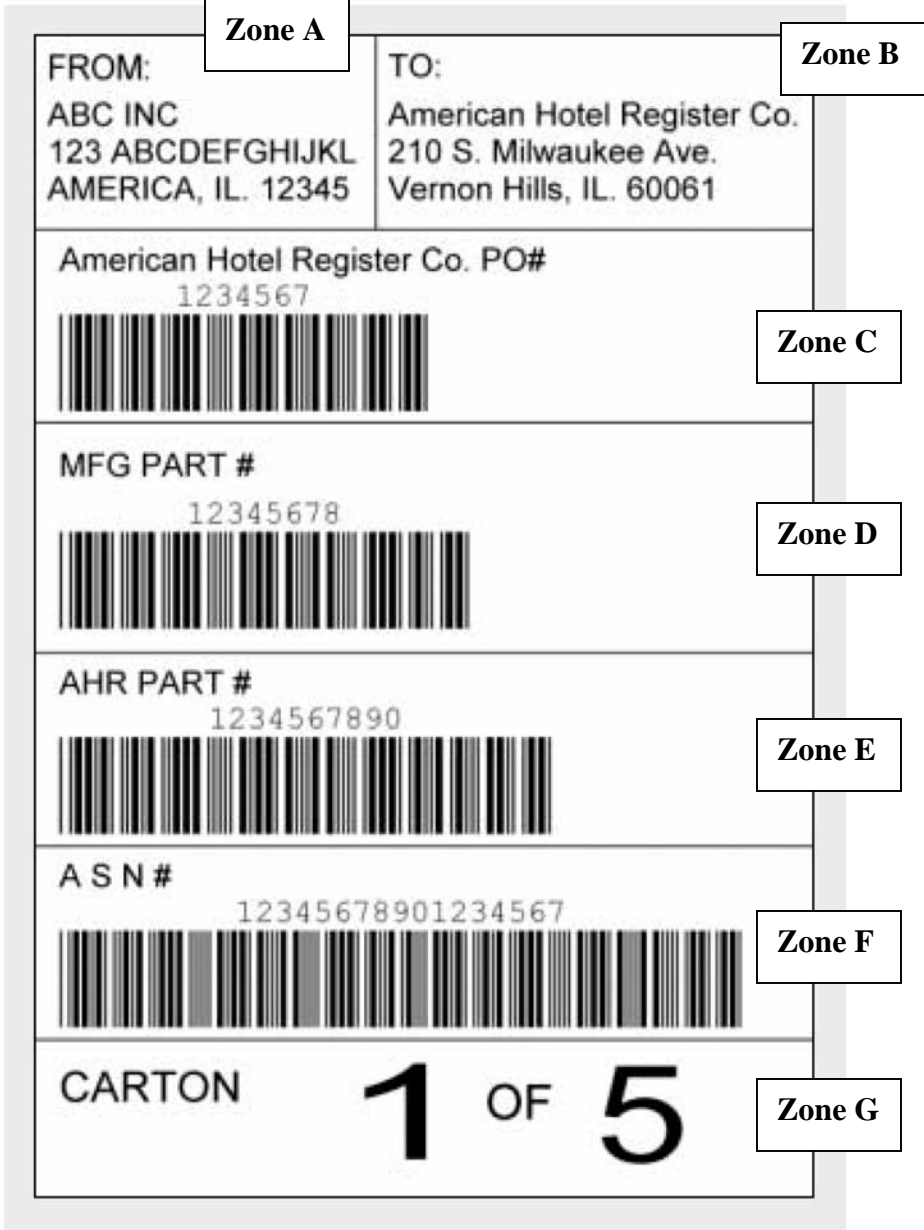
American Hotel Register Co. supports the scanner-readable labels at the case level, and the pallet level. Where it is not possible to provide the ASN /Shipment number at the time labels are printed and applied to the cartons, you may provide a shipment / pallet level License Plate which contains Zones A, B, C, and F to facilitate receiving at the Regional Distribution Center. **Only** if one P.O. number covers the entire shipment, provide the P.O. number in Zone C. **In all situations**, Zone F must contain the appropriate shipment information as documented above. In the absence of a shipment level license plate and **only** after prior discussion and approval, you may be allowed to provide appropriate shipment information in a scanner-readable format on the shipment Packing List or Shipment Manifest. **Any variance MUST be approved prior to implementation.**

Label Example

The following example illustrates the placement of information within the proper zones. American Hotel Register Co must approve your label prior to implementation.

All labels should be sent to Steve Nojiri at 100 South Milwaukee Avenue, Vernon Hills, IL 60061 for approval. Questions should be directed to snojiri@americanhotel.com. An actual label is required, as it will be scanned for the correct symbology.

Standardized Label required on all cartons entering any and all American Hotel Register Company's distribution facilities:



Pallet, Carton, and Label Measures

The above noted requirements will be measured at the time the goods are received at an American Hotel Register Distribution Center. We will have a dedicated receiving associate that will fill out Logistics Exhibit A – Receiving Log. This will help ensure the quality of our Inbound vendor shipments.

Claims and Damage Measures

To reduce and control in transit delays, damages, loss of shipments and to improve the quality of service to our customers the vendor compliance team will be evaluating inbound vendor shipments using Logistics Exhibit B - Inbound Vendor Claims Log.

Schedule of Fees – Logistics / Transportation

Logistics and Transportation non-compliance issues will be subject to fees as listed in the following table in order to recoup expenses resulting from non-compliance.

Compliance Attribute	Definition	Financial Implication	
		Admin. Fee	Additional Fee
Routing			
Routing	Failure to follow routing instructions	\$100	Excess Freight Charges
Documentation	Inaccurate or missing Bill of Lading or Packing Slip	\$100	N/A
Misuse of Account Numbers	Use of American Hotel Register Co. carrier account numbers for unapproved shipments	\$100	Excess Freight Charges
MisShipment	Merchandise delivered is not carried by American Hotel Register Co. or is shipped to wrong RDC.	\$500	Excess Freight Charges and / or cost to return
Packaging			
Labeling	Failure to fulfill carton labeling requirements	\$250	Excess Handling Charges
Case Pack	Case pack quantity delivered does not agree with case pack quantity on Purchase Order	\$250	N/A
Universal Product Code	Failure to provide a readable UPC on the selling unit	\$250	N/A
Pallet Condition	Broken pallets or non-standard GMA style	\$100	Excess Handling Charges
Pallet Requirements	Failure to fulfill pallet height and configuration, pallets not stretch wrapped, cartons not stacked to form a stable pallet unit	\$250	Excess Handling Charges
Damages	Caused by inadequately packaging. Inadequately packaging is defined as any packaging that does not meet the ISTA / UPS packaging requirement.	20%	Total Monthly / Quarterly Damages

January 1, 2006

Dear Valued American Hotel Register Vendor,

One of American Hotel Registers' goals is to consistently meet or exceed our customer's requirements and expectations. An area where you the supplier, can help us achieve this goal, is through effective routing of our shipments.

The enclosed information contains our **2006 Transportation Route Guide**. **This revision supercedes all previous route guides.** It details each mode of transportation, our shipping requirements and a LTL state matrix. Please review this matrix carefully as we have made several LTL carrier changes. UPS will continue as our small package ground carrier. Maximum weight for UPS ground shipments is 350 lbs. **All route guide information is available on our website at vendor.americanhotel.com. It is the vendor's responsibility to ensure they have the current route guide.**

For clarification purposes, **3rd party / drop ship** shipments are defined as when a vendor is shipping direct to our customer but the freight charges are billed directly to American Hotel Register. For truck shipments, both LTL (less than truckload) and TL (truckload), the bill of lading must be noted as prepaid, 3rd party billing to American Hotel Register, 100 S. Milwaukee Avenue, Vernon Hills, Illinois 60061. The purchase order number must be included on the bill of lading and all shipping documents. For small package ground shipments you must ship and reference our UPS 3rd party account # X3963W. For small package air express shipments you must ship and reference our DHL 3rd party account # 792288521.

When shipping **inbound freight collect** to our distribution centers, please verify the ship to address is correct. The purchase order number must be included on the bill of lading and all shipping documents. Also, the shipping address on the LTL bill of lading for all shipments should reflect your company name and address. When shipping UPS ground freight collect to our distribution centers, you must reference our UPS account # X3963W. When shipping air express collect to our distribution centers, you must ship and reference our DHL account # 792288521.

For all Alaska and Hawaii shipments please contact the Transportation Department for routing instructions at 1-847-743-6012.

Please make all the necessary arrangements to ensure compliance to these new changes. Failure to include our purchase order number on the bill of lading and all shipping documents, non-compliance with our route guide, a copy of the packing list with the shipment or misuse of our account numbers will result in vendor charge backs for additional freight costs and an administrative fee of \$100.00. As in previous years, **American Hotel will no longer pay any freight charges or handling charges on vendor invoices. All shipments must be either Prepaid, Collect or 3rd party based on our negotiated terms of delivery.**

If you have any questions please contact our Corporate Transportation Department or myself at (847) 743-6012. Thank you in advance for your cooperation.

Sincerely,

Nick Matuck
Director Corporate Transportation

100 South Milwaukee Avenue, Vernon Hills, Illinois 60061-4305 Toll Free: 1800-323-5686
Order online at www.americanhotel.com

2006 Inbound & 3RD Party / Drop Ship Transportation Routing Instructions

LTL - less than truckload

- Total weight of shipment should be a minimum 350 lbs. but not to exceed 5000 lbs.
- **If shipment is more then 750 cubic feet, and/or 6 skids, 12 linear feet, exceeds 5000 lbs or is class 150 or greater call our Transportation Department (1-847-743-6012) for special routing instructions**
- Utilize the attached state to state matrix for appropriate LTL carrier
- When shipping Con-Way deferred service, the bill of lading must be noted “**Con-Way Deferred**”
- All shipments must include a packing list and the purchase order number on the bill of lading

TL - truckload

- Call American Hotel’s Transportation Department (1-847-743-6012) for specific carrier routing instructions
- All shipments must include a packing list and the purchase order number on the bill of lading
- All trailers must be sealed and the seal number recorded on the bill of lading
- Carrier must schedule appointment time for delivery at our distribution centers

Small package ground shipments – UPS Ground

Drop Ship/3rd party billing – UPS account # X3963W

- All drop ship/3rd party shipments must bill freight charges our UPS account # X3963W
- Packaging must adhere to UPS requirements
- Total weight of shipment must not exceed 350 lbs
- UPS shipping documentation must contain our purchase order number and each shipment must include a packing list

Inbound collect to our distribution centers – UPS account # X3963W

- All inbound collect shipments must bill freight charges to our UPS account # X3963W
- Packaging must adhere to UPS requirements
- Total weight of shipment must not exceed 350 lbs
- UPS shipping documentation must contain our purchase order number and each shipment must include a packing list

Small package air express shipments – DHL next day & second day

This mode of transportation should only be used at the request of American Hotel Register

Drop Ship/3rd party billing - DHL account # 792288521

- All drop ship/3rd party shipments must bill freight charges to our DHL account # 792288521
- Packaging must adhere to DHL requirements
- DHL shipping documentation must contain our purchase order number and each shipment must include a packing list

Inbound collect to our distribution centers - DHL account # 792288521

- All inbound collect shipments must bill freight charges to our DHL account # 792288521
- Packaging must adhere to DHL requirements
- DHL shipping documentation must contain our purchase order number and each shipment must include a packing list

100 South Milwaukee Avenue, Vernon Hills, Illinois 60061-4305 Toll Free: 1800-323-5686
Order online at www.americanhotel.com

American Hotel Register Company's "2006" Third Party / Drop Ship Route Guide

	DESTINATION STATE																																																							
	AL	AZ	AR	CA	CO	CT	DC	DE	FL	GA	ID	IL	IN	IA	KS	KY	LA	ME	MD	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM	NY	NC	ND	OH	OK	OR	PA	RI	SC	SD	TN	TX	UT	VT	VA	WA	WV	WI	WY							
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KY	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	
LA	CS	BE	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	BE	CS	BE	CS	CS	CS	CS	CS	BE	CS	CS	CS	BE	CS	CS	BE	CS	CS	CS	CS	CS	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	BE	CS	CS	CS	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS			
ME	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	NE	NE	CC	NE	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	NE	NE	CC	CC	CC	CC	CC	NE	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC					
MD	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	NE	NE	CC	NE	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	NE	NE	CC	CC	CC	CC	CC	NE	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC					
MA	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	NE	NE	CC	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	
MI	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC
MN	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC
MS	CS	BE	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	BE	CS	BE	CS	CS	CS	CS	CS	BE	CS	CS	CS	BE	CS	CS	BE	CS	CS	CS	CS	CS	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	BE	CS	CS	CS	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS			
MO	HO	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC

FF FedEx Freight
(800) 845-4647

CC Con-Way Central
(800) 421-4007

CS Con-Way Southern
(800) 525-6256

BE USF Bestway
(800) 274-1250

HO USF Holland
(800) 698-9578

DP Dependable Highway
(800) 548-8608

NE NEMF
(800) 847-2728

RE USF Reddaway
(800) 395-1360

Ship Conway - Deferred Service and write
"Conway Deferred" on bill of lading.

CLASS 150 OR GREATER - CALL AMERICAN HOTEL TRANSPORTATION DEPARTMENT @ 1.847.743.6012 FOR ROUTING INSTRUCTIONS.

American Hotel Register Company's "2006" Third Party / Drop Ship Route Guide

		DESTINATION STATE																																																							
		AL	AZ	AR	CA	CO	CT	DC	DE	FL	GA	ID	IL	IN	IA	KS	KY	LA	ME	MD	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ	NM	NY	NC	ND	OH	OK	OR	PA	RI	SC	SD	TN	TX	UT	VT	VA	WA	WV	WI	WY							
ORIGIN STATE	MT	FF	FF	FF	RE	RE	FF	FF	FF	FF	RE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	RE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	RE	FF	FF	RE						
	NE	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC			
	NV	FF	BE	BE	BE	RE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF			
	NH	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC				
	NJ	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC			
	NM	FF	BE	BE	BE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	BE	FF	BE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF			
	NY	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC			
	NC	CS	CS	CS	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS		
	ND	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC		
	OH	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	
	OK	CS	BE	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	BE	CS	BE	CS	CS	CS	CS	CS	CS	BE	CS	CS	CS	BE	CS	CS	BE	CS	CS	CS	CS	CS	CS	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	BE	CS	CS	CS	<input checked="" type="checkbox"/>	CS	CS	CS				
	OR	<input checked="" type="checkbox"/>	FF	<input checked="" type="checkbox"/>	RE	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE							
	PA	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC		
	RI	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC		
	SC	CS	CS	CS	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	
	SD	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	
	TN	CS	CS	CS	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	
	TX	CS	BE	BE	<input checked="" type="checkbox"/>	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	BE	CS	BE	CS	CS	CS	CS	CS	BE	CS	CS	CS	BE	CS	CS	BE	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS	CS
	UT	FF	FF	FF	RE	RE	FF	FF	FF	FF	FF	RE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	
	VT	CC	CC	CC	<input checked="" type="checkbox"/>	CC	NE	NE	NE	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	
VA	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	
WA	<input checked="" type="checkbox"/>	FF	<input checked="" type="checkbox"/>	RE	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RE					
WV	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	
WI	CC	CC	CC	<input checked="" type="checkbox"/>	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	CC	
WY	FF	FF	FF	RE	RE	FF	FF	FF	FF	FF	RE	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	

FF	FedEx Freight (800) 845-4647	CC	Con-Way Central (800) 421-4007	CS	Con-Way Southern (800) 525-6256	BE	USF Bestway (800) 274-1250	HO	USF Holland (800) 698-9578	DP	Dependable Highway (800) 548-8608	NE	NEMF (800) 847-2728	RE	USF Reddaway (800) 395-1360	<input checked="" type="checkbox"/> Ship Conway - Deferred Service and write "Conway Deferred" on bill of lading.
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CLASS 150 OR GREATER - CALL AMERICAN HOTEL TRANSPORTATION DEPARTMENT @ 1.847.743.6012 FOR ROUTING INSTRUCTIONS.

AMERICAN HOTEL REGISTER COMPANY "2006" INBOUND ROUTE GUIDE

Origin State	DESTINATION DISTRIBUTION CENTER								
	Carrollton, TX	Fontana, CA	Orlando, FL	Kennesaw, GA	Lakewood, NJ	Las Vegas, NV	Miami, FL	Kent, WA	Vernon Hills, IL
Alabama	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	Holland
Arizona	USFB	FEF	FEF	FEF	FEF	FEF	FEF	FEF	FEF
Arkansas	USFB	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
California	<input checked="" type="checkbox"/>	DPHE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FEF	<input checked="" type="checkbox"/>	Reddaway	<input checked="" type="checkbox"/>
Colorado	CWX	FEF	FEF	FEF	FEF	FEF	FEF	Reddaway	FEF
Connecticut	CSE	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Delaware	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Florida	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
Georgia	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
Idaho	FEF	FEF	FEF	FEF	FEF	FEF	FEF	Reddaway	FEF
Illinois	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Indiana	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Iowa	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	Holland
Kansas	USFB	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Kentucky	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Louisiana	USFB	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
Maine	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Maryland	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Massachusetts	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Michigan	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Minnesota	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Mississippi	USFB	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	Holland
Missouri	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Montana	FEF	FEF	FEF	FEF	FEF	FEF	FEF	Reddaway	FEF
Nebraska	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Nevada	USFB	FEF	FEF	FEF	FEF	FEF	FEF	FEF	FEF
New Hampshire	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
New Jersey	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
New Mexico	USFB	FEF	FEF	FEF	FEF	FEF	FEF	FEF	FEF
New York	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
North Carolina	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	Holland
North Dakota	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Ohio	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Oklahoma	USFB	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
Oregon	<input checked="" type="checkbox"/>	FEF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FEF	<input checked="" type="checkbox"/>	Reddaway	<input checked="" type="checkbox"/>
Pennsylvania	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Rhode Island	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
South Carolina	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	Holland
South Dakota	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Tennessee	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	Holland
Texas	USFB	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
Utah	FEF	FEF	FEF	FEF	FEF	FEF	FEF	Reddaway	FEF
Vermont	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Virginia	CSE	<input checked="" type="checkbox"/>	CSE	CSE	CSE	CSE	CSE	<input checked="" type="checkbox"/>	CSE
Washington	<input checked="" type="checkbox"/>	FEF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FEF	<input checked="" type="checkbox"/>	Reddaway	<input checked="" type="checkbox"/>
Washington DC	CCX	<input checked="" type="checkbox"/>	CCX	CCX	NEMF	CCX	CCX	<input checked="" type="checkbox"/>	CCX
West Virginia	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Wisconsin	CCX	<input checked="" type="checkbox"/>	CCX	CCX	CCX	CCX	CCX	<input checked="" type="checkbox"/>	CCX
Wyoming	FEF	FEF	FEF	FEF	FEF	FEF	FEF	Reddaway	FEF

CCX (800) 421-4007
 CSE (800) 525-6256
 USF Bestway (800) 274-1250
 DPHE (800) 548-8608
 NEMF (800) 847-2728
 USF Holland (800) 698-9578
 USF Reddaway (800) 395-1360
 FedEx Freight (800)845-4647

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YTD Inbound Claims by Vendor

	Springs	Westpoint	PCF	1888	A S Hospitality	Home Products	Blair Mills	Guest	Marrietta	Rubbermaid
January										
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										

Monthly Inbound Claims by Vendor - Detail

No. #	Vendor #	Vendor Name	Date of Shipment	Date of Receipt	Date of Claim	Claim #	Value Damaged	Shipment Value	% Damage	Rating
1	1234	Springs	6/5/2005	6/6/2005	6/7/2005	5678			#DIV/0!	#DIV/0!
2	5678	Marrietta	6/12/2005	6/15/2005	6/17/2005	6789			#DIV/0!	#DIV/0!
3	9745	Rubbermaid	6/21/2005	6/28/2005	6/30/2005	9874			#DIV/0!	#DIV/0!
		Westpoint							#DIV/0!	#DIV/0!
		PCF							#DIV/0!	#DIV/0!
		1888 Mills							#DIV/0!	#DIV/0!
		Rubbermaid							#DIV/0!	#DIV/0!
		Home Products							#DIV/0!	#DIV/0!
		Blair Mills							#DIV/0!	#DIV/0!
		Guest							#DIV/0!	#DIV/0!
		A.S. Hospitality							#DIV/0!	#DIV/0!

Daily Claims Log

Month	Vendor #	Vendor Name	Value Damaged	Shipment Value	% Damage	Rating
June	1234	Springs			#DIV/0!	#DIV/0!
	5678	Marrietta			#DIV/0!	#DIV/0!
	9745	Rubbermaid			#DIV/0!	#DIV/0!
		Westpoint			#DIV/0!	#DIV/0!
		PCF			#DIV/0!	#DIV/0!
		1888 Mills			#DIV/0!	#DIV/0!
		Rubbermaid			#DIV/0!	#DIV/0!
		Home Products			#DIV/0!	#DIV/0!
		Blair Mills			#DIV/0!	#DIV/0!
		Guest			#DIV/0!	#DIV/0!
		A.S. Hospitality			#DIV/0!	#DIV/0!
Total					#DIV/0!	#DIV/0!

RDC Vendor Compliance Log
Receiving Compliance

Date Received	Vendor	Origin City	Destination RDC	Carrier	Pro #	PO	GMA Grade A Pallet		Carton Overhang	Shrink Wrap	Pallet Configuration	Bar Code Label	Bar Code Placement	Other	Comments
							Yes	No	Y/N	Y/N	Y/N	Y/N	Y/N		

LOGISTICS EXHIBIT "A"

Purchase Order Fill or Kill Requirements

Vendor and American Hotel will agree to cancel any PO lines that did not ship or did not ship complete within each buy cycle.

Implementation

1. American Hotel places stock PO for RDC.
2. The following day American Hotel sends itemized re-cap to vendor. See attached Merchandising exhibit 1.
3. Vendor fills in itemized re-cap quantity shipped column and returns to American Hotel.
4. American Hotel then cancels off PO what doesn't ship.
It is imperative, for this process to work, that all items that have been cancelled DO NOT lose priority OR their place in line when purchase orders are placed the following week.
5. From this report vendor service rate is monitored on a weekly basis. See attached Merchandising exhibit 2.
6. Cycle starts again the following week.
7. 96% of the lines ordered must be shipped complete and on time.
 - A. The lines-shipped calculation would be the total lines shipped for the month divided by the number of lines ordered for the month.
 1. Example: If 400 lines are ordered and 376 lines were shipped complete, the Service Level would be 94%
 - B. Normal rounding will be used to determine the Service Level percentage.
 1. Rounding up to the next full percentage at the 0.5% and down for all percentages .049% and below.
 - C. Fee Schedule:
 1. For every percentage point below 96% down to 86% there will be a fee assessed of \$750 per percentage point
 - a. For example, 91.95% would be rounded to 92%, which is 4% below 96%. The fee would be \$3000.

2. The floor for the fees is 86%; therefore any Service Level percentage below 86% would incur no more than the \$7500 fee.

If the supplier cannot maintain a 96% service level and has not shown continuous improvement; then the supplier will need to submit an action plan detailing when they will be at 96%.

D. Adjustments due to forecasting discrepancies:

Definition of the forecast comparison month – This will be the forecast given to the supplier just prior to the month the supplier is being measured against.

Example: If in June we give the supplier the July forecast, we would later compare that July forecast to the July actual.

1. If the supplier is not able to ship complete due to the order quantity being greater than 1.5X the forecast, then the line will not be counted against the supplier.
 - a. Example: If the forecasted quantity were 250, quantity ordered for the month was 550, and quantity shipped was at least 375 (1.5x the forecast), then the whole line and it's effect on the Service Level would be removed. This would only be the case if the line did not ship complete.
2. Final Service Levels for the month would be re-calculated based on these adjustments and fees calculated from this figure.

Lead Time Accuracy Requirements

1. Planning department creates lead-time analysis report that will be used to determine each vendor's actual lead-time. (See attached Merchandising exhibit 3).
2. The lead-time is calculated one of two ways.
 - A. The vendor's performance over the last two months.
 - B. A mutually agreed upon lead-time that has been input into the system and is then measured against.

Lead-time parameters

1. American Hotel will measure lead-times in business days.
2. Lead-times are to be calculated from date of order, to date of receipt at American Hotel facility.
3. On time is considered to be the number of business days from the Order Date to Received Date that matches the stated lead-time.

4. On time accuracy is calculated in one of two ways.
 - A. For vendors with a variable lead time you are expected to maintain no more than a 3 day variance from your two month average. If you fall outside the 3-day window you will be assessed a non-compliance fee of \$250.
 - B. For vendors with a fixed lead-time you will be considered on time if your actual lead time falls between 0 and 7 days of your stated lead-time. If you fall outside the 0 to 7 day window then you will be assessed a non-compliance fee of \$250.

Vendor Safety Stock Requirements

Implementation

1. Planning department creates safety stock report that will be used to determine each item's safety stock requirement. See attached Merchandising exhibit 4.
2. Report is sent to the vendor and returned to American Hotel verifying the actual safety stock available at vendor.
3. Vendor should always carry 1.5 months of the forecasted month in inventory for Safety Stock, to guard against fluctuations in actual order quantities. Failure to comply with these Safety Stock requirements will lower your vendor performance rating as a preferred American Hotel Register Co. supplier.
 - A. A percentage is based on the number of SKUs meeting these levels compared with the total number of active lines on the report.

Supplier Service Level

This level of service is calculated by dividing the total number of order lines delivered on time by the total number of delivered lines within a specified period.

Implementation

1. American Hotel will record the number of order lines delivered on time and will record the total numbers of delivered lines each month.
2. 96% of the monthly quantity ordered must be delivered on time. A \$250 excess handling fee will be assessed for each month not in compliance.

Receiving Discrepancy Reports

Receiving Discrepancy Reports (RDR'S) are created by the receiving departments of American Hotel Register Co. distribution center. (See attached Merchandising exhibit 5).

American Hotel Register Co. will work through a resolution process internally, once a course of action is decided the supplier in question will be contacted for immediate resolution and future prevention. In all cases where product is being returned to a supplier, a 24-HOUR TURNAROUND time is required for all RA's.

The planning team for each product category at American Hotel Register Co. will be the point of contact for this process.

Vendor Pricing Requirements

All vendors are required to provide FOB and Delivered pricing.

American Hotel Register Company Reserves the Right to Audit All Freight Invoices.

Date	Lines Ordered	Lines not Shipped or not shipped complete	Service Rate	Lines Ordered YTD	Lines not Shipped or not shipped complete YTD	Ytd Service Rate
10/04/05			#DIV/0!	0	0	#DIV/0!
10/11/05			#DIV/0!	0	0	#DIV/0!
10/18/05			#DIV/0!	0	0	#DIV/0!
10/25/05			#DIV/0!	0	0	#DIV/0!
11/01/05			#DIV/0!	0	0	#DIV/0!
11/08/05			#DIV/0!	0	0	#DIV/0!
11/15/05			#DIV/0!	0	0	#DIV/0!
11/22/05			#DIV/0!	0	0	#DIV/0!
11/29/05			#DIV/0!	0	0	#DIV/0!
12/06/05			#DIV/0!	0	0	#DIV/0!
12/13/05			#DIV/0!	0	0	#DIV/0!
12/20/05			#DIV/0!	0	0	#DIV/0!
12/27/05			#DIV/0!	0	0	#DIV/0!

GOAL: ATTAIN A VARIANCE OF NO MORE THAN 3 BUSINESS DAYS

Res. Code	Vendor Name	Vendor Code	Jan Lead Time	Feb Lead Time	Mar Lead Time	Apr Lead Time	May Lead Time	Jun Lead Time	Jul Lead Time	Aug Lead Time	Sep Lead Time	Oct Lead Time	Nov Lead Time	Dec Lead Time

PRODUCT CODE	SUPPLIER PRODUCT CODE	DC	DESCRIPTION	INV CODE	PROGRAM SERIES CODE	PAR	REQUESTED SAFETY STOCK	ACTUAL SAFETY STOCK
							0	
							0	
							0	
							0	
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Receiving Discrepancy Report

MERCH. RESPONDED: _____
 (Buyer Name & Date Completed)

Email: MDSG-DC Inbox

Copy: Bonnie Lill & Eileen Wings

VENDOR CODE

VENDOR

RDR NO.
TODAY'S DATE
RECEIPT DATE
CHECKED BY

PO NUMBER

CARRIER

CTNS

WGT

PRO #

- | | | |
|---------------------------------------|-----------------------|--------------------------|
| 1. Wrong Product | 5. Poor Packaging | 9. Wrong DC |
| 2. Short Shipped | 6. Damaged- Carrier | 10. Drop Ship Vendor |
| 3. Over Shipped (Answered & Put Away) | 7. Damaged- Concealed | 11. Shipment Refused |
| 4. Missing Packing Slip | 8. Damaged- Vendor | 12. Other- Explain Below |

ACTUALLY RECEIVED				
REASON CODE	QTY	UOM	AHR ITEM NUMBER OR VENDOR ITEM NUMBER	DESCRIPTION

DC COMMENTS: _____

DATE COMPLETED BY DC: _____
 (RDR Completed / Closed)

MERCHANDISING:

DISPOSITION:

- RETURN TO VENDOR ON RGA NO: (SEE RA TAB) _____
- PRODUCT WILL BE ACCEPTED USING ZZ PO # _____
- DEBIT VENDOR _____
- ITEM HAS BEEN ADDED TO CURRENT ORDER _____
- OTHER _____

COMMENTS: _____

Finance Policies and Procedures

1. Price Discrepancies: A pricing discrepancy is defined as any difference between the purchase order individual product line pricing which the vendor accepted, and the invoice received by American Hotel Register Company. For this purpose, acceptance of a PO is considered when shipment of all or part of the purchase order occurs. This would include any special processing or handling charges not on the original PO, which is accepted by the vendor.(see Finance Exhibit 1)

Non-Compliance Fee: \$100 per line item. This is to cover all costs related to administrative, research and creation of the debit memo.

Exhibit: Finance Department-1

Finance Department- Vendor Price Variance

Month:

Doc Number	PO Number	line	Supplier Number	Product Code	Invoice QTY	Invoice Amount	PO Amount	Diff

2. Debit Memo Chargebacks: A chargeback is created when American Hotel Register Company issues a debit memo and the vendor does not accept the debit memo charge. All potential chargeback's must be communicated within 90 days from the date of the debit memo.

Non-Compliance: Any debit memos that are disputed after the 90 days from the date of issuance will not be honored. This is to insure that issues get resolved in a timely and efficient manner when current information is available.

3. Vendor Web site: <http://vendor.americanhotel.com> the vendor Web site has the following functionalities:
 - a. Review all Open Invoices
 - b. Review all closed invoices over the last 13 months
 - c. Review all check detail (remittances)
 - d. Check payment status by invoice number
 - e. Review the remit to address, terms of payment, name of accounts, and payable rep assigned to their company.
 - f. Look up their total account balance
 - g. Have an automatic e-mail link to their accounts payable rep.
 - h. Routing guide on-line

Finance Policies and Procedures (cont'd)

Non-compliance of Web-site functionality: If a vendor calls or e-mails American Hotel Register Company with a question about information that can be obtained from the Web-site more than three times during a year the vendor will be charged \$1,500 dollars. Additional fines may be assessed if violation continues to occur. This is to prevent unnecessary work resulting from vendors not using the Web site.

Electronic Trading Partnerships with American Hotel Register Co.

It is the intent of American Hotel Register Company to coordinate with their key vendors to initiate and grow electronic trading partnerships to both reduce costs and improve accuracy and service levels.

American Hotel Register has initiated the process of surveying its vendors for EDI and CXML capabilities. Please be prepared to discuss your organization's capabilities and to provide technical and business contacts who can speak to this area of our relationship.

For supplier partners capable of ANSI X12, we will request that you have the ability to trade the following transaction sets:

850 Purchase Order
855 Purchase Order Acknowledgements
860 Purchase Order Change Request
856 Advance Shipment Notice
810 Invoices
820 Remittances
832 Price Sales Catalogs

Please direct all Technical EDI questions to Steve Nojiri at 847.743.1337 or email snojiri@americanhotel.com.

All suppliers will be responsible for a \$500.00 EDI certification fee in the form of a debit memo to their account with American Hotel Register Co.

For information on E-Commerce, please contact your assigned Merchandising Product Manager

Vendor Compliance Manual Usage

This manual is designed to provide you with American Hotel Register Company's supply chain requirements. Please carefully review and share the manual's content with the appropriate personnel in your company to ensure that the requirements are universally understood and achieved. **The manual's content will be updated from time to time and you will be supplied the updates. Adherence to these changes shall be your responsibility.**

Acknowledgement of Receipt

The terms and conditions of the Vendor Compliance Requirements are in addition to any American Hotel Register Company agreements that vendor may have executed or may be required to execute, including but not limited to the American Hotel Register Company Vendor Agreement, which shall remain in full force and effect.

VENDOR: _____

Sign: _____

Print Name: _____

Title: _____

Date: _____

American Hotel Register Company

Sign: _____

Print Name: _____

Title: _____

Date: _____